Telephone Scam Alert – Stolen ATM Cards

Over the past several months, the Bay Area, including UCSF, has seen numerous instances where thieves have utilized a phone scam in order to access accounts tied to ATM cards they have stolen. Typically, the scenario involves a phone call to the theft victim immediately after the initial crime has been committed. The caller will claim to be from the victim’s bank notifying them of fraudulent account activity. They ask the victim to verify if they are in possession of their ATM card, and once the victim acknowledges it is missing, the caller asks for personal information, including the PIN number in order to facilitate protection of the account. Once given the account information, the thief has full access to all funds.

A related scam involves a phone call regarding a misdelivered package. Victims are directed out of their work areas in order to meet an individual who has possession of a package supposedly addressed to the victim. While the victim’s work area is left unattended, the thief will enter and steal valuables.

Please do not fall victim to phone scams. Here are a few tips to help protect you:

- Never give out personal information over the phone, especially financial information, unless you have initiated the call and/or know exactly who you are dealing with. Your financial institution will never ask you for your PIN number on the phone, and they already have your account numbers.
- If you are ever in doubt, ask for a call-back number and verify it is legitimate before you speak to anyone.
- Immediately notify all of your financial institutions if you are a theft victim. Please notify the UCSF Police Department of any thefts occurring at work.
- Do not leave your work area to meet an unknown person. Direct them to leave any items for you at a security desk or public reception desk.

Help fight crime by reporting suspicious activity to UCSF PD at 476-1414 or 9-911 for in-progress events

Security Surveys: Mike Sorenson 476-5683 msoorenson@police.ucsf.edu
Crime Prevention Information: Steve Lubeski 502-9396 slubeski@police.ucsf.edu
Medical Center Security 885-7890

Together for a Safe and Crime Free Campus

Pamela E. Roskowski
Chief of Police

07-07-03CP

This alert is a public service to the University community and in compliance with the Jeanne Clery Act of 1998